



DEPARTMENT OF THE NAVY

NAVY ENVIRONMENTAL HEALTH CENTER
2510 WALMER AVENUE
NORFOLK, VIRGINIA 23513-2617

NAVENVIRHLTHCENINST 2060.2C
RM

1 5 MAR 2001

NAVENVIRHLTHCEN INSTRUCTION 2060.2C

Subj: TELEPHONE USAGE AND CAPABILITIES

Ref: (a) 41 CFR 101, Vol. 2

1. Purpose. To provide guidelines for the proper use and capabilities of the government-owned telephone system installed at Navy Environmental Health Center (NAVENVIRHLTHCEN).

2. Cancellation. NAVENVIRHLTHCENINST 2060.2B

3. Scope. This instruction applies to the NAVENVIRHLTHCEN Home Office.

4. Background

a. In accordance with reference (a), use of government telephone systems shall be limited to conducting official business. Such official business may include emergency calls or calls the command determines are necessary in the interest of the government.

b. Official business calls include personal local and no-cost-to-the-government long distance calls if the calls do not adversely affect performance of the employees' official duties or the mission of the employees' organization; are of reasonable duration and frequency; and reasonably cannot be made at another time. Personal calls cannot result in a charge to the government even if the employee intends to reimburse the government. Thus, a personal long distance call must be to a toll free number, charged to the called party if a non-government number, or charged to a personal telephone credit card. Individuals using personal calling cards to conduct personal business are to dial 9+1+ their toll free personal calling card access telephone number. Additionally, calls for information assistance may not be made if a charge results to the government telephone. Reimbursing the government for unauthorized calls does not exempt violators from disciplinary action. Use of Defense Switched Network (DSN) lines for personal calls is prohibited. Acceptance of incoming collect calls is prohibited. Telephone credit cards for government business are available in each Directorate and must be used when making long distance calls when away from the command.

c. Examples of permissible personal calls include: checking on a family member, making or canceling personal appointments, checking on the status of home or auto repairs, and notifying family of overtime requirements or other changes in schedules. Using the government telephone to operate a personal business is not authorized.

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d. In accordance with reference (a), excessive personal use or abuse of this privilege may result in disciplinary action.

e. NAVENVIRHLTHCEN personnel are to limit the length of all telephone calls. NAVENVIRHLTHCEN does not have the fiscal resources or the line access to allow socializing. A general rule quoted in the civilian business world is the "first two-to-three minutes are good business – anything longer is bad business".

f. Telephone calls are documented by Verizon and are reviewed regularly to ensure appropriate use of the government telephone system.

g. NEHC Facilities is to be notified immediately of any telephone equipment that is not functioning properly.

5. Telephone Security

a. Do not discuss, transmit or "talk around" classified information over the telephone. A Secure Telephone Unit Three (STU III) is available in Plans and Ops, Room 60 to use when classified information must be discussed. DOD telephones are subject to communications security monitoring at all times.

b. Do not transmit classified material via facsimile machines, computer modems or video teleconferencing equipment.

6. Instruction

a. Internal calls are made by dialing the last four digits of the number. External calls are made by dialing 9 and then the entire seven digit number.

b. DSN is the principal long-haul voice communications network within the Department of Defense Communications System, providing unsecured long distance dialing service through a system of government-owned and leased automatic switching stations. The procedure to use DSN is to press an open telephone line, dial 6, listen for a second dial tone, and then dial the DSN number. For assistance in making International DSN calls dial 444-0000. Always try to use DSN for toll calling.

c. Commercial Long Distance is a feature used when DSN is impractical or impossible. Press an open telephone line, dial 9, listen for a second dial tone, then dial 1, area code and the seven digit number desired.

d. Commercial International long distance calling is a feature used when DSN is impractical or impossible. Press an open telephone line, then dial 9+011+Country Code+ telephone number.

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e. NAENVIRHLTHCEN personnel are required to change their voice mail password back to the last four digits of their telephone number prior to departing.



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